
Accreditation Report – Bartels Counseling Services, Inc**Date of Review: March 4, 2021****Overall Score: 99.6%****REVIEW PROCESS:**

Bartels Counseling Services, Inc. was reviewed by The Department of Social Services, Office of Licensing and Accreditation for adherence to the Administrative Rules of South Dakota (ARSD) in regards to Substance Use Disorders on March 4, 2021. This report contains the following:

- Agency Summary
- Interview Results
- Stakeholder Results
- Administrative and Client Case Record Findings
- Areas of Strengths
- Areas of Recommendations
- Areas Requiring a Plan of Correction
- Prior Areas Addressed in Previous Review
- Accreditation Results

The accreditation results are derived from an administrative score which includes the scoring of policies and procedures and personnel files, the client case record scores, and an overall cumulative score. The level of accreditation status is based on the overall cumulative score.

AGENCY SUMMARY:

Bartels Counseling Services, Inc is a Substance Use Disorder and Mental Health agency located in Sioux Falls, S.D. The agency is seeking to renew accreditation for outpatient substance use disorder (SUD) services.

Sherry Bartels is the current executive director and clinical director. Bartels' website states, "Bartels Counseling Services, Inc. approaches treatment of individuals, couples, groups and families in a manner consistent with principles of integrity, cooperation and connectedness. We are dedicated to assisting individuals in improving the quality of their lives; mentally, emotionally, physically, and spiritually. We respect each person's unique progress in approaching challenges and making life changes. Approximately half of their clients are state-funded. They work with their board of directors and other providers to meet the needs of the community.

Bartels Counseling Services currently employs one clinical staff. Bartels staff participate in state offered trainings. Ms. Bartels also provides staff with additional training opportunities as they are available. Bartels staff are qualified mental health professionals and, thus, are able to provide mental health services in addition to substance use disorder services. Bartels staff have noted increased work in trauma-based therapy.

INTERVIEW RESULTS:

Description: The Department of Social Services, Office of Licensing and Accreditation completes confidential interviews with consenting clients and staff of the agency as part of the accreditation process. The interviews are not a scored component of the accreditation review. However, the information obtained in the interviews is used for quality improvement of the agency.

Interviews were completed with both agency staff and clientele. There were no concerns noted. One client noted that, if not for Bartels, the client would likely still be using drugs. Staff reported that Bartels feels like a family and the level of communication is exceptional.

STAKEHOLDER SURVEY:

Description: Stakeholder Survey data is collected once a year for all accredited mental health and substance use disorder agencies. As part of the survey process, accredited agencies are asked to share the survey with at least three stakeholders in their community. In addition, feedback is gathered from the Department of Corrections (DOC), Unified Judicial System (UJS), and Child Protection Services (CPS) regarding the accredited agencies. The surveys are not a scored component of the accreditation review however the information obtained in the survey results is used for quality improvement of the agency.

Stakeholder results were sent out and collected over the past three years. Bartels Counseling Services, Inc had 41 total responses from stakeholders. One stakeholder reported communication from the agency is excellent. Another stakeholder reported Bartels provides sound counseling techniques and practices and does so in a timely manner.

AREAS OF STRENGTHS:

Description: The following areas were identified as areas that the agency showed significant compliance.

1. According to ARSD 67:61:07:05 an addiction counselor or counselor trainee shall meet with the client and the client's family if appropriate to complete an integrated assessment, within 30 days of intake. The integrated assessment includes both functional and diagnostic components. The assessment shall establish the historical, development and dysfunctional nature of the client's alcohol and drug abuse or dependence and shall assess the clients' treatment needs.

All assessments reviewed contained the necessary criteria, and were completed thoroughly and on time. Co-occurring disorders were identified when appropriate.

2. According to 67:61:07:06 an addiction counselor or counselor trainee shall develop an individualized treatment plan based upon the integrated assessment for each client admitted to an outpatient treatment program, intensive outpatient treatment program, day treatment program, clinically-managed low intensity residential treatment program, or medically-monitored intensive inpatient treatment program. Evidence of the client's meaningful involvement in formulating the plan shall be documented in the file.

All treatment plans reviewed contained the necessary criteria and were completed thoroughly and on time.

3. All of Bartels Counseling Services' clinicians are dually certified as substance use counselors and mental health professionals. This dual certification allows them to see clients with a wide range of needs, as well as clients with co-occurring disorders. Bartels takes pride in the breadth of the services they can provide.

AREAS OF RECOMENDATION:

Description: The following areas were identified as areas that the agency is recommended to review and ensure that the areas are corrected. The areas identified met minimum standards which would not require a plan of correction at this time however they are areas that if continued to be found on the next accreditation review could become future areas of non-compliance requiring a plan of correction.

1. According to ARSD 67:61:07:10 when a client prematurely discharges from services, reasonable attempts shall be made and documented by the agency to re-engage the client into services if appropriate.

Only one file was reviewed that contained a premature discharge and required reasonable attempts at re-engagement. That file did not have attempts to re-engage client documented in the client file. Although there was only one applicable file, Bartels admitted that they do not always document their attempts to re-engage clients and will try to do so in the future.

AREAS REQUIRED FOR PLANS OF CORRECTION:

Description: The following areas will require a plan of correction to address the rules of non-compliance which shall include an updated policy and/or procedure, a time frame for implementation of this procedure, the staff position or title responsible for implementation and the staff position or title responsible for ensuring continued compliance of these rules.

1. According to ARSD 67:61:04:01 each agency shall have a policy and procedure manual to establish compliance with this article and procedures for reviewing and updating the manual.

Bartels Counseling Services has a policies and procedures manual, as well as ARSD 67:61:04:01 listed in their manual. However, they do not have a procedure for reviewing or updating the manual.

PRIOR AREAS REQUIRING A PLAN OF CORRECTION:

Description: Bartels Counseling Services, Inc. was last reviewed by the Department of Social Services, Office of Licensing and Accreditation on February 6, 2018. The 2018 review identified no areas of recommendation and no areas requiring a plan of correction.

ACCREDITATION RESULTS:

Administrative Review Score: 98.3%

Combined Client Chart Review Score: 99.8%

Cumulative Score: 99.6%

X	Three Year Accreditation (90%-100%)
	Two Year Accreditation (70%-89%)
	Probation (69% and below)

